



TRINITY COUNTY

BOARD OF SUPERVISORS

P.O. Drawer 1613 (530) 623-1217
WEAVERVILLE, CALIFORNIA 96093

Dero B. Forslund, Clerk

Jeannie Nix-Temple, County Administrative Officer

January 27, 1998

Jim Brown
744 P Street, MS 14-42
Sacramento, CA 95814

Re: Revised Trinity County CalWORKS Plan

Dear Mr. Brown:

Enclosed is a signed copy of the revised Trinity County CalWORKS Plan. The Board of Supervisors authorized the Chairman to sign this Plan at its meeting on January 20, 1998.

Sincerely,

TRINITY COUNTY BOARD OF SUPERVISORS

By *Carol Rourke*
Carol Rourke
Deputy Clerk of the Board

enc.

STATE OF CALIFORNIA)
) ss
COUNTY OF TRINITY)

Pursuant to adjournment the Honorable Board of Supervisors of Trinity County met in Regular Session the 20th day of January, 1998 at 9:00 a.m., there being present Supervisors: Stan Plowman, Paul Fackrell, Ralph Modine, Matt Leffler and Robert Reiss.

- 3 b. On motion of Supervisor Reiss, seconded by Supervisor Plowman and carried, approves revisions to Trinity County CalWORKS Plan as recommended by the State and authorizes Chairman to sign revised Plan for resubmission to the California Department of Social Services.

STATE OF CALIFORNIA)
) ss
COUNTY OF TRINITY)

I, DERO B. FORSLUND, County Clerk and Ex-Officio Clerk of the Board of Supervisors, do hereby certify the foregoing to be a true and correct copy of the Minute Order adopted the 20th day of January, 1998.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the Official Seal of the Board of Supervisors of Trinity County this 27th day of January, 1998.

DERO B. FORSLUND, County Clerk and
Ex-Officio Clerk of the Board of
Supervisors, County of Trinity, State of
California.

By Carol Rourke
Deputy

TRINITY COUNTY

CalWORKS PLAN

Date Submitted

December 10, 1997

Submitted by:

LINDA WRIGHT, DIRECTOR

Prepared by:

PAT GALVAN,
GAIN SOCIAL WORKER

This plan is submitted pursuant to Section 10531 of the Welfare and Institutions Code required by The Welfare to Work Act of 1997, AB 1542.

EXECUTIVE SUMMARY

Briefly describe the CalWORKs program of Trinity County. Include:

- (1) A listing of the major program goals and objectives; and
- (2) A brief description of the major program elements which will contribute to those goals and objectives.

(Each of these elements should be on separate pages to facilitate the review process.)

Section 10531 of the Welfare and Institutions Code (WIC) requires each county to develop a plan that is consistent with state law and describes the full range of services available to move CalWORKs applicants and recipients from welfare-to-work. Subsections (a) through (q) set forth specific plan requirements which are addressed below. The CalWORKs plan should not duplicate the planning processes which have already occurred within the county, rather it should incorporate other planning efforts where appropriate.

See Attachment 1-A

TRINITY COUNTY CalWORKS PLAN SUMMARY

Following State approval, Trinity County's CalWORKS Program will be implemented as required by the Welfare-to-Work Act of 1997. The County Plan is attached and addresses all of the important elements included in the Program.

Trinity County's CalWORKS Program is focused on assisting families in moving from welfare dependency to self-sufficiency through employment.

The goal of this Agency is to encourage self-sufficiency, by administering the highest level of services in a manner that is consistent with local, federal, and state guidelines. We facilitate this process by placing people first, in an effort to promote the health and well being of those who seek our services. The CalWORKS Program can best be described as having two phases, Phase I and Phase II.

Phase I is focused on reducing welfare dependency by assisting parents in returning to the work force as quickly as possible. Phase I is the primary responsibility of the Trinity County Department of Health & Human Services, working in conjunction with its many collaborative partners. This includes an emphasis on job search and job readiness assistance, identifying and overcoming barriers to employment, and the limited use of adult education.

Phase II is focused on reducing poverty by assisting parents in increasing their self-sufficiency by acquiring a better job and career. While Health & Human Services will be very involved in this, service delivery by various education and training providers is at the heart of this Phase. These service providers include the local JTPA Contractor, Adult Education, ROP, and the community college.

Elements of Trinity County's CalWORKS Program that support families in their progress toward self-sufficiency include:

- Providing applicants with up-front services to alleviate the need for aid;
- Establishing more effective connections to the child support system;
- Building on the success of the Trinity County GAIN Program;
- Creating easy access, single point of entry child care system;
- Building a stronger support system to assist parents in overcoming barriers to employment;
- Strengthening a wide range of collaborative relationships between the CalWORKS Program and other organizations providing supportive services, training and education, and retention services.

Welfare Reform in Trinity County will not end with the submission of this Plan. The Plan is the beginning of a process that is based both on the past successes of the GAIN Program and the ability to create new and innovative collaborative relationships among the many private and public organizations which are involved with this process. Trinity County believes this will be a better system that will provide a smoother transition from welfare dependency to self-sufficiency.

(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING AND SUPPORTIVE SERVICES

Briefly describe how the county will work with other public and private agencies to provide necessary training and support services. This section should include, at a minimum, a list of the necessary training and support services and the public and/or private agencies which will provide those services. [References: Education Code Section 10200 and WIC Section 10531(a)]

Does your county have a Refugee Employment Services Plan?

☐

YES

☒

NO

☐

If so, please certify that welfare-to-work activities will be coordinated with the County Refugee Services Plan.

Trinity County has collaborated with local public and private agencies by holding open meetings.

Training will be provided by Shasta Community College, Shasta/Trinity ROP, Trinity Adult Education, and by work experience placements in public and non-profit agencies.

Trinity County has collaborated with the Employment Development Department and Trinity Occupational Training, Inc. (the local JTPA contractor) through the One-Stop process. The EDD staff of Trinity County is co-located in the GAIN Office and there have been ongoing meetings to co-locate with the Trinity Occupational Training, Inc. (hereinafter referred to as TOT, Inc.), EDD, and other service providers as need dictates and space allows. The County has contracted with TOT, Inc. to provide assessment services for CalWORKS recipients, while the GAIN staff conducts joint Orientations, Job Clubs, and individualized workshops with EDD and TOT, Inc.

Supportive services will be provided as follows: Transportation services will be paid by the County to the recipient; to the provider by a voucher process; or to the local public transit agency.

All stages of childcare will be provided through an MOU with ChildCare Project, the local Resource and Referral Agency. We believe that they have the expertise to provide a seamless flow in all the stages of child care. We have historically worked well with this agency and are confident of the services provided. Work and training related expenses are provided as determined by the Caseworker. Counseling services will be provided in conjunction with our county mental health provider, as well as another local agency providing counseling and drug/alcohol services.

(b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS

Describe the county's partnerships with the private sector, including employers, employer associations, the faith community, and central labor councils, and how those partnerships will identify jobs for CalWORKs program recipients. [Reference: WIC Section 10531(b)]

Public meetings have been held in addition to meeting with other agency stakeholders. The benefit of employing and identifying jobs in partnership with the County, has been addressed with the private sector, as well as tax credit benefits. There have been meetings held with special invitation to the Ministerial Association, local taxi service, the Chamber of Commerce, local contractors, PIC, and private citizen that wished to be a part of the planning process.

A job creation committee has been formed and with members from EDD, JTPA, Chamber of Commerce, CalWORKS and other community based agencies that will be immediately aware of jobs as they are created. These jobs will be placed in a centralized registry.

(c) LOCAL LABOR MARKET NEEDS

Briefly describe other means the county will use to identify local labor market needs. [Reference: WIC Section 10531(c)]

Currently the County has an EDD representative working for 4 hours per day in the CalWORKS office. She is providing updated labor market information and is sensitive to the needs of Trinity County. The County has been involved in the establishment of the One-Stop Centers and our caseworkers provide outreach services in various small county communities.

We also receive regional labor market information through participation in a professional information group with our counterparts in Shasta County.

(d) WELFARE-TO-WORK ACTIVITIES

Each county is expected to offer a range of services adequate to ensure that each participant has access to needed activities and services to assist him or her in seeking unsubsidized employment.

[Reference: WIC Section 11322.7(a)] Pursuant to WIC Section 11322.7(b) "No plan shall require job search and work experience of participants to the exclusion of a range of activities to be offered to recipients." Activities allowed by state law include, but are not limited to, those listed below. Please indicate which of the following activities will be provided and identify any allowable activities that will not be provided. [Reference: WIC Section 10531(d) and WIC Section 11322.6]

- | | |
|--|--|
| <input checked="" type="checkbox"/> Unsubsidized employment | <input checked="" type="checkbox"/> Work study |
| <input checked="" type="checkbox"/> Subsidized private sector employment | <input checked="" type="checkbox"/> *Self-employment |
| <input checked="" type="checkbox"/> Subsidized public sector employment | <input checked="" type="checkbox"/> Community service |
| <input checked="" type="checkbox"/> Work experience | <input checked="" type="checkbox"/> Job search and job readiness assistance |
| <input checked="" type="checkbox"/> On-the-job training | <input checked="" type="checkbox"/> Job skills training directly related to employment |
| <input type="checkbox"/> Grant-based on-the-job training | <input checked="" type="checkbox"/> Supported work |
| <input checked="" type="checkbox"/> Vocational education and training | <input type="checkbox"/> Transitional employment |
| <input checked="" type="checkbox"/> Education directly related to employment | <input checked="" type="checkbox"/> Other (list) Vocational Assessment |
| <input checked="" type="checkbox"/> Adult basic education (includes basic education, GED, and ESL) | |

*Self-employment services will be offered by referrals to the Superior California Economic Development District, whereby aid will be offered by linking applicants to their Micro-enterprise Assistance Program, business development loans, counseling and training services. TOT, Inc. has applied for funding for micro-enterprise assistance for TANF recipients. We will be referring individuals to that agency, if the grant is awarded.

e) SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT SERVICES

Plan for Substance Abuse Services

Briefly describe how the welfare department and the county alcohol and drug program will collaborate and utilize new funds available to ensure the effective delivery of substance abuse services. These funds should be used to maximize federal financial participation through Title XIX of the federal Social Security Act. If the county has determined who will provide substance abuse treatment services, please indicate the providers in the plan. If that decision has not been made, please provide CDSS an addendum to the county CalWORKs plan indicating the provider when determined. [Reference: WIC Section 11325.8]

☒ Certify that the county's substance abuse treatment services will include at least the following: evaluation, case management, substance abuse treatment, and employment counseling, and the provision of community service jobs.

Describe any additional services the county will provide. [Reference: WIC Section 11325.8]

Plan for Mental Health Services

Briefly describe how the welfare department and the county department of mental health will collaborate and utilize new funds available to provide effective mental health services. Counties should maximize federal financial participation to the extent possible in the provision of mental health services. [Reference: WIC Section 11325.7]

☒ Certify that the county will provide at least the following services: assessment, case management, treatment and rehabilitation services, identification of substance abuse problems, and a process for identifying individuals with severe mental disabilities.

Please describe any additional services the county will provide.

Substance abuse and mental health services will be provided by the Trinity County Counseling Center, in addition to other local eligible Title 19 providers, as needed.

(f) MENTAL HEALTH SERVICES AVAILABLE AFTER TIME LIMITS

Briefly describe the extent to which and the manner in which the county will make mental health services available to recipients who have exceeded the 18 or 24 month time limit. [References: WIC Section 10531(f) and WIC Section 11454]

Those recipients requiring mental health services longer than the 18 or 24 month time period may be extended six months if it has been assessed that the additional time period would alleviate the need for further mental health treatment. If it has been determined that continuing services would not change the recipient's outlook, the County's Public Guardian will assist them with accessing alternative programs such as SSI, food stamps or continuing Medi-Cal/CMSP.

(g) CHILD CARE AND TRANSPORTATION SERVICES

Child Care

Please briefly describe how childcare services will be provided to CalWORKs participants. This should include a description of how the county will provide child care for families transitioning from county funded providers to non-county funded providers of child care services. It should also indicate what criteria the county will use to determine, on a case-by-case basis, when parents who have primary responsibility for providing care to a child six months of age or younger, may be exempt from welfare-to-work participation. The exemption period must be at least twelve weeks and, at county discretion, can be increased to one year for the first child. The exemption period for subsequent children is twelve weeks, but may be increased to six months. Briefly describe the criteria the county will use to determine the period of time a parent or other relative will be exempt considering the availability of infant child care, local labor market conditions, and any other factors used by the county. Additionally, briefly describe how the county will ensure parents needing childcare services can access the Resource and Referral Agency.

Transportation

Briefly describe how transportation services will be provided. [Reference: WIC Section 10531(g)]

CHILD CARE:

To facilitate seamless delivery of services, the local R & R, Human Response Network- ChildCare Project, will administer all stages of childcare.

This agency has day care centers, after-school recreation programs, summer day camps, and private child care providers. They also provide the licensing and fingerprint services for private daycare and trustline providers. The county will exempt a parent with primary responsibility for a child under six months of age, for six months, unless that parent requests to volunteer for welfare-to-work participation. Parents with subsequent children will be exempt for twelve weeks, and will increase as high as six months dependent on the availability of childcare available for infant care.

There will also be childcare vouchers available through the local community college that will be distributed by the Human Response Network – ChildCare Project.

TRANSPORTATION:

A large number of recipients in Trinity County have no operable vehicle and live in remote areas. The County has been holding meetings with Trinity Transit, the single remaining bus system operating within the County. Trinity Transit provides bus service once a month to the remote Southern Trinity's Mad River area, and they have three fixed routes that run twice a day to Lewiston, Hayfork, and Weaverville, the more populated areas of the County. There is no service to the down river areas or to the Trinity Center/Coffee Creek areas. Bus vouchers are made available to those participants that live on a bus route. For participants not on a bus route, reimbursement is available at the current county rate of .315 cents per mile.

Beginning November 1, 1997, a countywide rideshare program ("Carpool") was coordinated under Trinity Transit in cooperation with the Sacramento Area Council of Governments. The goal of this program is to provide ride-matching services for county residents commuting to and from work or school. County residents who call the rideshare program will have their commute information entered into a computer database. A "match-list" will then be issued which provides the names and phone numbers of people who have a similar commute or destination. A website is currently being developed within the County with links to other transportation providers in other areas. Site address may be provided later.

We will continue to pursue additional transportation options.

(h) COMMUNITY SERVICE PLAN

Briefly describe the county's plan for providing community service activities. This should include a description of the process the county will follow to determine where community services assignments will be located, and the agencies/entities that will be responsible for project development, fiscal administration, and case management services. If it is not known at this time, the county may provide the specific details of the Community Service Plan as an addendum. [References: WIC Section 11322.6 and WIC Section 11322.9]

Public meetings have been held to identify and create job site positions for community service activities. The County will assign the participants to identified job sites in their communities; the County CalWORKS Employment and Training Workers will provide ongoing case management and project development in collaboration with other public and non-profit agencies. The County at this time has quite a number of community service job sites already in place due to the AWEX and PREP components of the GAIN Program. These sites have proven to be very successful in that they have often led to full-time employment for participants. The County also has placement and job site development experience due to court-ordered community service programs and general assistance programs.

(i) WORKING WITH VICTIMS OF DOMESTIC VIOLENCE

Briefly describe how the county will provide training for those county workers who will be responsible for working with CalWORKs recipients who are victims of domestic violence.

[Reference: WIC Section 10531(i)]

Until regulations are adopted by California Department of Social Services in consultation with the Taskforce on Domestic Violence established by the Welfare-to-Work Act of 1997, the county may utilize other standards, procedures, and protocols for determining good cause to waive program requirements for victims of domestic violence, for example, those now used in the GAIN Program. [Reference: WIC Section 11495.15] Please describe the criteria that will be used by your county for this purpose and what approach the county would take to deal with recipients who are identified in this way.

In-service training has been provided to all Health & Human Service staff. In addition, Human Response Network will provide an intensive forty hour course on domestic violence to identified eligibility staff.

County Workers will identify and refer victims of domestic violence to the Human Response Network Domestic Violence Program. Criteria used to identify domestic violence victims will be that recommended by Human Response Network, specifically self-disclosure, police or physician's reports, physical evidence or any other identifying factor.

Human Response Network will provide counseling services and legal services to the victims and their families, and if needed, will provide them with protective housing. The Employment and Training Case Manager will staff these cases with this Agency to best determine the needs of the recipient/victim.

When determining exemption of domestic violence victims, we will continue to use the existing GAIN protocols pending completion of State standards.

G) PERFORMANCE OUTCOMES TO MEET LOCALLY ESTABLISHED OBJECTIVES

Please indicate whether there were any local program outcome objectives identified during the CalWORKs plan development process and how the county proposes to track those outcomes. If the county develops alternative outcomes for the CalWORKs program during future collaborative efforts, please submit information on those measures as an addendum to the CalWORKs plan. [Reference: WIC Section 10542]

Locally established performance outcomes and their measures will be supplied by an addendum to this plan once they are established. ✓

(k) PUBLIC INPUT TO THE COUNTY PLAN

Briefly describe the means the county used to obtain broad public input in the development of the CalWORKs plan. [Reference: WIC Section 10531(k)]

Public meetings have been held for each program element that would require collaboration with the public, private and non-profit agencies. Letters were sent out to community leaders, business owners, ministers, department heads, and agency directors. Meetings have been held in individual communities in order to collaborate with citizens that wish to be involved in the planning process. Draft copies of the County Plan have been placed in central locations in each county community with instructions on who to call regarding input to this plan. Surveys were sent to all cash aid recipients and their responses are currently being evaluated. The response from the communities within the county has been very helpful and some creative ideas are being assessed.

Progress updates have been provided to the County Board of Supervisors at regularly scheduled Board Meetings.

(I) SOURCE AND EXPENDITURES OF FUNDS

Provide a budget specifying your county's estimated expenditures and source of funds for the CalWORKs program on the forms provided (Attachment 2). Your budget should meet the requirement of WIC Section 15204.4 which specifies that each county shall expend an amount for these programs (administration and services) that, when combined with funds expended for the administration of food stamps, equals or exceeds the amount spent by that county for corresponding activities during the 1996/97 fiscal year. [Reference: WIC Section 10531(1)]

(See Attachment 1-B)

**County Plan Budget
1997/98 State Fiscal Year**

Section 1

	Total	FCS	State General Fund	County Funds *	Other **
Food Stamp Administration (For County MOE Purposes)	267,599	148,333	88,848	30,418	0

* When combined with food stamp administration, the total level of estimated county funds for CalWORKS administration and services should meet the requirement of Section 15204.4 of the W&I Code which specifies that counties expend an amount for these programs that, when combined with the amount expended for the administration of the food stamp program, equals or exceeds the amount expended for corresponding activities in 1996/97.

** If other sources of funding are being made available for an activity, please identify on a separate page.

County Plan Budget
1997/98 State Fiscal Year

Section 2

Note: The following categories are for information purposes only and are not an indicator of specific claiming categories.

	Total	TANF/State General Fund	CCDBG	Title XIX	County Funds *	Other **
Total CalWORKS Admin & Services Items (A) thru (D)	1,148,259	1,041,231	21,000	10,128	75,900	0
(A) TOTAL CalWORKS Single Allocation Items (1) thru (7)	965,276	868,376	21,000		75,900	
(1) Benefit Administration	301,515	277,771			23,744	
(2) Program Integrity (Fraud)	114,697	105,665			9,032	
(3) Staff Development/Retraining	35,000	32,244			2,756	
(4) Welfare-to-Work Activities	451,903	416,315			35,588	
(5) Cal Learn	20,161	18,689			1,472	
(6) Child Care - 1st half of 1997/98	42,000	17,692	21,000		3,308	
(7) Other Activities ***						
(B) Child Care - 2nd half of 1997/98	150,573	150,573			0	
© Mental Health Treatment	20,256	10,128		10,128	0	
(D) Substance Abuse Treatment	12,154	12,154			0	

*When combined with food stamp administration, the total level of estimated county funds for CalWORKS administration and services should meet the requirement of Section 15204.4 of the W&I Code which specifies that counties expend an amount for these programs that, when combined with the amount expended for the administration of the food stamp program, equals or exceeds the amount expended for corresponding activities in 1996/97.

**If other sources of funding are being made available for an activity, please identify on a separate page.

***Please identify "Other activities" on a separate page.

(m) ASSISTING FAMILIES TRANSITIONING OFF AID

Please describe how the county will work with families transitioning off aid. The description should include (1) assistance for those individuals who transition off aid due to time limits, and (2) those who leave aid due to employment. [Reference: WIC Section 10531(m)]

Assistance to participants leaving cash assistance due to time limits of eighteen to twenty-four months will include placement in a community service jobsite, and monitoring by a caseworker. They will be provided with transportation and child care supportive services as long as they are working in a community service site.

The County is currently planning job retention services to aid those participants leaving cash assistance due to employment. Mental health services, child welfare services, domestic violence, child care and other community resources will be referred, as needed. The participant's need for extended supportive services will be assessed in accordance with established county standards.

(n) JOB CREATION

Please describe the efforts that have been undertaken, or that the county plans to pursue, relating to the job creation plan described in Chapter 1.12 (commencing with Section 15365.50) of Part 6.7 of Division 3 of Title 2 of the Government Code.

Through public meetings, the County has been assessing creative job development ideas from the private and public sector. As more and more participants receive community service job assignments, and with those that become employed, the demand for child care workers will increase. Through the ROP and Shasta College programs, there will be training for new child care workers. The same may be true with training bus drivers for additional Trinity Transit bus routes, as the need develops.

The County plans to apply for Trade & Commerce funds to assist in job creation. A taskforce has been formed of the following members: PIC, Chamber of Commerce, the Superior California Economic Development District (SCEDD), Trinity County Resource Conservation District (TCRCD), Employment Development Department (EDD), and members from the private sector. The lead agency has yet to be identified.

(c) OTHER ELEMENTS

Pilot projects: Please include a description of any pilot projects that the county may wish to pursue and submit a separate proposal for, as part of its CalWORKs Program. Should the county later determine an interest in a pilot proposal, this information could be submitted as an addendum to the County Plan.

Trinity County is currently involved in two pilot or demonstration programs. One is a child care training program with Human Response Network-Child Care Project and TOT, Inc. TOT, Inc. has also applied for Micro-enterprise funding to assist TANF recipients with self-employment endeavors.

(p) COMPLIANCE WITH REQUIREMENTS OF CalWORKs

Under CalWORKs counties are required to enroll single parent families in welfare-to-work activities for a minimum of 20 hours per week beginning January 1, 1998, 26 hours per week beginning July 1, 1998, and 32 hours per week beginning July 1, 1999. [Reference: WIC Section 11322.8(a)]

Prior to July 1, 1999, counties have the option to require adults in single-parent assistance units to participate up to 32 hours per week. Does your county intend to exercise that option? [Reference: WIC Section 11322.8(a)]

Trinity County will exercise the option to have participants enrolled in 32 hours per week welfare-to-work activities. Currently our participants have been participating 30 to 32 hours per week in AWEX activities and this seems to be the most beneficial to both participants and job site supervisors in terms of training.

(g) INTERACTION WITH AMERICAN INDIAN TRIBES

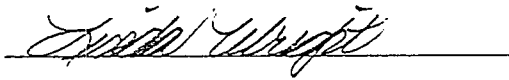
Please describe the discussions that have occurred with respect to administration for the federally recognized American Indian Tribes located within your county. This should include whether the county will administer the program, whether the tribes will administer their own approved tribal TANF program, or whether there will be joint county/tribal administration. [Reference: WIC Section 10553.2]

Trinity County has contacted the nearest Tribal Council and we have no recognized American Indian community within the county.

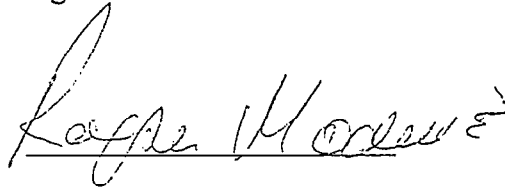
CERTIFICATION

THIS PLAN HAS BEEN DEVELOPED IN ACCORDANCE WITH THE APPROPRIATE FEDERAL, STATE AND COUNTY LAWS AND REGULATIONS. THE TERMS OF THIS PLAN, INCLUDING ALL CERTIFICATIONS WITHIN THIS PLAN, AND ALL APPLICABLE LAWS AND REGULATIONS WILL BE FOLLOWED DURING THE IMPLEMENTATION AND EXECUTION OF THIS PLAN.

County Welfare Department Director's
Signature

A handwritten signature in cursive script, appearing to read "David Wright", written over a horizontal line.

Chairperson of the Board of Supervisors
Signature

A handwritten signature in cursive script, appearing to read "Roger Morris", written over a horizontal line.

(It is expected that the County Board of Supervisors will take a formal action to approve this plan.)

Trinity. 5

GRIEVANCE PROCEDURES

At any time a participant in the GAIN program believes that any program requirement or assignment is in violation of the contract or, is inconsistent with the program, the County Welfare Department shall inform the individual of his right to request a state hearing, or to file a formal grievance. The formal grievance procedure shall not be used if a participant is dissatisfied with the results of an assessment made in accordance with MPP 42-773

(Development of a Employment Plan) or MPP 42-774.2 (Participation in Contract Amendments).

- A. State Hearings: All procedures as set forth in SDSS MPP Division 22 shall be followed.
- B. Formal Grievance, as established by section 5302 of the Unemployment Insurance Code, shall be followed as specified in MPP 42-781 for cause determination and formal conciliation.
- C. Formal Grievance procedures, as established by the County Board of Supervisors, for grievance proceedings in conjunction with complaints and appeals is in place as follows:

Any person who is dissatisfied with Trinity County Welfare Department's action because they believe the program requirement or assignment is in violation of their contract or is inconsistent with the programs has a right to have such action reviewed under the following procedures:

- 1. The claimant must file a request for a hearing with the County Welfare Department either in writing or verbally, stating his/her complaint, within 30 days of the date the action was taken. This request must be specific as to what county action the claimant is dissatisfied with.

2. The CWD shall acknowledge receipt of the request and set a date for the hearing within 30 days of the date of such request, or within 30 days of receiving satisfactory clarification of the issues if they are not clearly stated in the original request. No hearing will be scheduled until the county determines the issues to be resolved are clearly indentified.
3. The Director shall designate an independent, impartial hearing officer for all grievance proceedings.
4. The claimant shall have the right to be represented by an attorney or other representative.
5. The claimant and/or the designated representative shall have the right to a written statement from the county in advance of the hearing, setting forth the facts and basis of the county's position. In addition, they shall have access to relevant documents and information in advance of the hearing.
6. During the hearing the claimant shall have the right to present evidence and question witnesses.
7. A tape recording or other verbatim record of the hearing shall be maintained and provided to the participant upon request.
8. The participant shall receive a written decision making findings of facts and conclusions of law and informing the participant of his/her right to appeal the decision through the state hearing procedure. This decision shall be rendered within 30 days of the date the hearing is held.

PARTICIPANT GRIEVANCE PROCEDURES

The GAIN participant shall have direct access to a multitude of grievance avenues to resolve program participation and non-participation concerns. The following steps as outlined in and subject to regulations 42-781, 42-782, 42-783, 42-785, 42-786, and 42-787 will be utilized in resolving non-participation problems:

- Cause Determination Session
- Informal Conciliation Efforts
- Formal Conciliation Efforts
- Money Management
- Sanction of Aid

The first two sessions shall be designed to resolve the issue through efforts by Social Worker and participant. Formal Conciliation efforts will focus on efforts between the Supervising Social Worker and may result in a change in the participant contact personnel assignment at the CWD or a deferral from program participation.

In addition to the process outlined by GAIN, the CWD will utilize the very assessible grievance procedure that is currently offered to participants under the Job Training and Partnership Act. This Procedure is attached as PG Appendix A. It has already been approved by the Board of Supervisors for County Employment and Training Programs. A GAIN participant grievance procedure has been developed. It is attached as PG Appendix B. This procedure is the Dept. of Social Services equivalent to the JTPA procedure. Participants may utilize either or both procedures while involved in Job Club, Job Search, Assessment, or other activities contracted to the Community Partnership Agency. The Dept. of Social Services procedure is available to the participant at any time during their participation in the GAIN program.

None of the above shall preclude participants from pursuing third party assessments or State Hearing procedures as specified in the provisions of the Basic Contract.